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Sent on	07	28	2023	Expires on	08	11	2023
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From	Technical Information & Support Group
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Subject	Request for Parts: 2017-2021 Civic Type R MIL On DTC P0300/P0304 (ACTION REQ'D)
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PRIORITY/ACTION REQUIRED

To: All Honda Service Managers/Advisors
 From: Technical Information & Support Group
 RE: Request for Parts: 2017-2021 Civic Type R MIL On DTC P0300/P0304 (**ACTION REQUIRED**)

This message is solely directed to Honda dealership personnel; please handle it accordingly.
 Print this iN message and provide a copy to the Shop Foreman and all Service Advisors.

Background

American Honda Motor Co., Inc. (AHM) is searching for certain 2017-2021 Civic Type R with a customer complaint of the vehicle Malfunction Indicator Light (MIL) with DTC P0300 (Random Misfire Detected) and/or P0304 (No. 4 Cylinder Misfire Detected) stored. To better understand the cause of this condition, AHM would like to collect specific parts from the vehicle prior to you attempting a repair of any kind.

Qualifiers

AHM is interested ONLY if the vehicle meets the following requirements:

1. Must only have DTC P0300 and/or P0304 stored.
2. If P0301, P0302 or P0303 are stored, the vehicle does not qualify.
3. Must confirm there is no deformation or chipping around the plug top coil seating area.
4. Previous replacement of the cylinder head cover, plug top coil, or spark plugs are accepted as long as it's disclosed.
5. Vehicle has not been involved in a collision.
6. No repair has been attempted for this issue.

Action Required

If a vehicle matching the qualifiers above comes into your dealership, please e-mail Technical Information & Support (TIS) at tis@ahm.honda.com or call us at 800-880-1072 (Monday-Friday, 7am-5pm PST). TIS will need to record certain vehicle information and provide you with further instructions.

Please be sure to include the following information in your e-mail.

E-mail Title:

1. Model Year (e.g. 2023)
2. Model Name (e.g. Accord)
3. Issue (e.g. Brake Judder)
4. VIN

E-Mail Body:

1. Dealer Number
2. Your Name
3. Best Phone Number to be Reached
4. Current Mileage
5. DPTS#

As a gesture of appreciation to dealer technicians who identify and report a vehicle that meets the qualifiers, was accepted as a candidate and is the subject of a successful Dealer Visit/Parts Collection/Info Collection, AHM will provide the referring technician with a Visa gift card. Technical Information & Support (TIS) will provide additional information if this situation applies.

Thank you.